

Caring for a Community



HUMAN SERVICES DIVISION
Community Services Department

*Fiscal Year 2002/2003
Update*

*Responding
creatively and
effectively to
human service
needs to enhance
the quality of life
of Scottsdale
residents*



Commission's Message

Human Services Advisory Commission

The Human Services Advisory Commission advises the City Council on such matters as making recommendations for Human Services funding, improving or modifying existing human services, coordination of private agencies delivering human services and citizen involvement in human service programs and activities.

Members of the Human Services Commission have a shared purpose and responsibility and believe that we can make a positive contribution to our community. We are dedicated to ensuring that all of Scottsdale's residents, especially those most vulnerable and impacted by economic uncertainty, and concerns about health care, security, crime, homelessness, loss of employment, and other issues are able to receive essential services, supported by the values of respect, self-esteem and hope.

This past year, Human Services Commissioner's engaged in hundreds of hours of volunteer service that involved us in working closely with health and social services agency providers to advance our knowledge of their mission, as well as to experience, first-hand, the need for services necessary to maintain a decent quality of life. As stewards of the public good, this experience has been vital to assist us in carrying out our responsibilities as your Commissioner's.

We have diligently reviewed and advised on items such as the Human Services 5-year plan, Issues Report and a myriad of other Human Services challenges facing Scottsdale citizens. The recovery from the trauma of September 11 has been slow, with increased requests for assistance, while funding streams continue to decline. The needs of our citizens and the agencies that serve them rose dramatically. Those affected are from all walks of life and all geographical areas of our City. The last time our community was so impacted was in 1976!

For the upcoming funding year, 14 applicants requested a total of \$1,766,672 from the CDBG for Public Services, Public Facilities, Housing Services, Housing Rehabilitation and HOME Funds, but there was only \$1,589,000 available to distribute. In addition, 9 applicants requested a total of \$323,969 for General Fund Social Service related activities, but only \$180,00 was available. Finally, 29 applicants requested \$343,152 from Scottsdale Cares funds, but having just \$190,000 available, we were only able to fund 18. .

Consequently, we as a commission had to make difficult decisions that resulted in serious prioritizing and being unable to meet all of the needs in Scottsdale. We are currently engaged with other communities in the East Valley to address these respective needs and to affect a meaningful plan of action and shared collaboration to effi-

ciently serve Scottsdale citizens so that their needs are met. We also actively support the tremendous efforts of the Human Services staff. They that are on the "front lines" daily, working to enhance the quality of life for Scottsdale citizens and we are privileged to work with them.

In an ongoing commitment to our families and children, we have worked closely to establish a community initiative with staff to educate citizens about the importance of early brain development in children. You may have seen us on City Cable the past few months as we "rolled it out". The outcomes of this effort will have far reaching impacts. Watch for more!

We realize the importance of our commitment and thank you for the opportunity to serve you.

Sincerely,

Diane Fausel, Chairwoman

Term: October 2001 to August 2004

Dave Bachmann, Vice Chair

Term: July 2002 to July 2005

Brigita Bilsens

Term: January 2002 to January 2005

John Bitenc

Term: July 1999 to July 2005

James Broshar

Term: August 2001 to August 2004

Aliki Coudroglou, Ph.D.

Term: January 2002 to January 2005

Seymour Resnick

Term: July 2002 to July 2005

The Human Services Commission meets at 5:00 PM on the 2nd Thursday of each month in the Kiva at City Hall and on the 4th Thursday of each month at varied Human Services facilities in the community.

Director's Message

Connie James



We can learn a lot from the animal world. Each animal species has a unique way of operating and a reason for their method. Humming Birds, for instance are Ampliforms, which means no feet. They actually have feet, but they are very small and only used for perching. They are the smallest bird on earth. The smallest is the 2 1/4 inches long hummingbird from Cuba. The largest is the 8 1/2 inch hummingbird in the Andes, where they are believed to be the bravest warriors that died in battle. The Hummingbird has the fastest wing beat rate of any bird - 72 times a second. They also have the most rapid heartbeat of any bird; at rest their heartbeat is about 8 times faster than the human heart. With all their challenges, one would wonder if they migrate; they do, some flying 500 miles non-stop in one-day at a rate of 25 miles an hour. They don't migrate in a group with someone who's been there before as a navigator, they migrate as individuals.

We have the pleasure of being able to see the Canadian Snow Geese here each winter. They are truly inspiring, and there are many lessons we can learn from them:

Lessons Learned from Geese

Fact #1: As each bird flaps its wings; it creates uplift for the bird following. By flying in a "V" formation, the whole flock adds 71% greater flying range than if one bird flew alone.

Lesson Learned: People who share a common direction and sense of community can get where they are going quicker and easier because they are traveling on the strength of one another.

Fact #2: Whenever a goose falls out of formation, it suddenly feels the drag and resistance of trying to fly alone and quickly gets back into formation to take advantage of the lifting power of the bird immediately in front.

Lesson Learned: If we have as much sense as geese, we will stay in formation with those who are ahead of where we want to go and be willing to accept their help as well as give ours to others.

Fact #3: When the lead goose gets tired, it rotates back into the formation and another goose flies at the point position.

Lesson Learned: It pays to take turns doing the hard tasks and sharing leadership.

Fact #4: The geese in formation honk from behind to encourage those up front to keep up their speed.

Lesson Learned: We need to make sure our honking from behind is encouraging, and not something else.

Fact #5: When a goose gets sick or wounded or shot down, two geese drop out of formation and follow it down to help and protect it. They stay with it until it is able to fly again, or dies. Then they launch out on their own, with another formation, or they catch up with their flock.

Lesson Learned: If we have as much sense as geese do, we too, will stand by each other in difficult times as well as when we are strong.

So, what does this have to do with Human Services? While hummingbirds are a marvel to watch, reflecting on their lives seems sad. They fight to survive, and fight to survive alone. Many of those we serve feel they are fighting to survive, and are alone. In Human Services, we utilize the "geese approach". We work in a "V" formation drawing our strength from each other, including the 857 Human Services' volunteers. We travel on the strength of one another to reach our destination. We readily form teams to assist those we serve who may not be up to their task at the moment, surrounding them with resources and hope for the future, and honking encouragement.

As you read the fiscal year update for 2002/2003 you will see the accomplishments are many, due to a caring community, generous volunteers, and an excellent Human Services staff committed to those we serve. We look forward to hearing you "honking" your encouragement as we work in our "V" formation in the year ahead.

Sincerely,

Connie James, MSW, ACSW, CISW
Human Services Director
480-312-2598
cojames@ScottsdaleAz.gov

Facts and Figures

Support to Non Profit Agencies

Scottsdale, long known as the “West’s Most Western Town,” has matured into one of the premier examples of the New West - urbane, sophisticated, and cultured. Scottsdale’s name has become synonymous with “quality lifestyle.” The city’s emphasis on mountain preservation and protection of its rich desert areas is recognized nationally. Scottsdale is also known for its architectural and landscape design excellence and rich cultural, business and recreational environments.

Because of Scottsdale’s reputation for quality of life, many find it hard to comprehend that people in Scottsdale would need human services. Yet, there are people in the city living in poverty. There are single parents working and raising families. There are homes where Spanish is the only language spoken. There are people with disabilities, which may prevent or limit their employment. There are teens in trouble, domestic violence, and families and individuals that are homeless due to a short-term or long-term crisis. Finally, there are those who cannot find affordable housing in Scottsdale. It is a myth that the residents of Scottsdale do not need human services.

Census 2000 Demographic Characteristics

- 2,598 families (734 with a female head of household) and 11,650 individuals (1,972 over age 65 years) living in poverty
- 1,824 households receiving federal financial assistance and 867 households receiving state financial assistance
- 28,137 persons with a disability, including 32% of those 65 years and older
- 739 are grandparents responsible raising their grandchildren
- 6% are non-white and 7% Hispanic
- 21% are under age 19 years and 17% are over age 65 years

Scottsdale has a history as a caring community, collaborating with citizens and non-profit agencies to improve the quality of life for all, regardless of their demographic characteristics or income. This community is currently challenged by the extended economic downturn, reductions in available resources, and continuing increases in the cost of housing for individuals and families. The City of Scottsdale and the Human Services Commission recognize these challenges, and continue to support the vision of a caring community.





PROGRAM/FACILITY DESCRIPTION

Vista del Camino provides a variety of services that meet the basic needs of families in crisis, relieve economic and emotional stress and assist clients to maintain self-sufficiency. These services include food, clothing and emergency financial assistance for housing, utilities, transportation and special needs. Vista del Camino works in collaboration with Concerned Citizens for Community Health, a non-profit organization, and coordinates with The Salvation Army and the St. Vincent de Paul Council to assist clients.

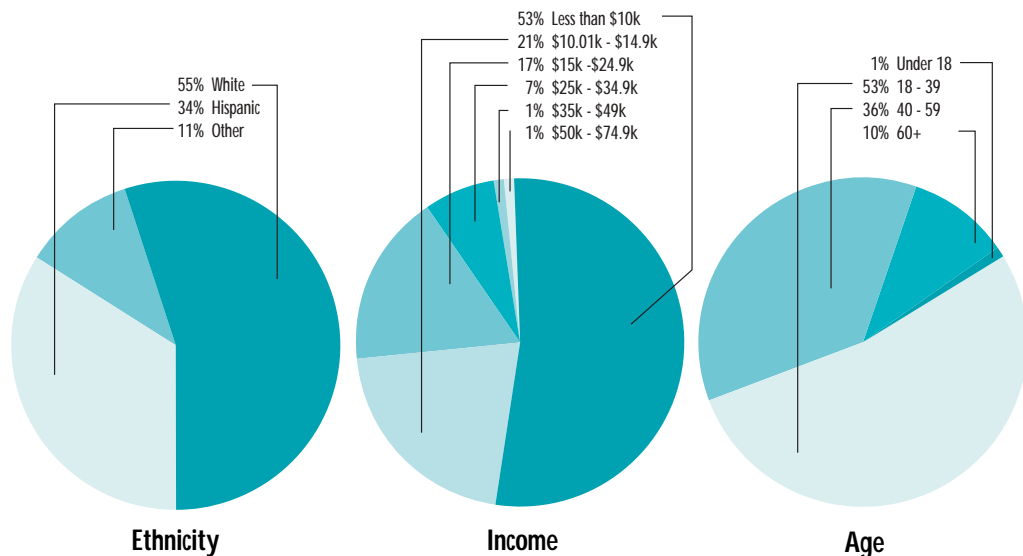
TOP 5 SERVICES IN FY 2002/03

- 2175 Unduplicated clients received emergency services
- 2094 Emergency food boxes distributed
- 536 Children assisted through Back to School Clothing Program
- 936 Families assisted in the Holiday Adopt a Family Programs
- 5911 Individuals received clothing at the clothing bank

PROGRAM HIGHLIGHTS IN FY 2002/03 (FACTS)

- Financial assistance was provided to 418 families to prevent eviction and homelessness.
- Utility Assistance was provided to 797 families
- Volunteers provided 8,180 hours of service processing and distributing donations at the food bank, clothing bank, Back to School Program and Holiday programs.

DEMOGRAPHICS





"I am very grateful for the support and assistance given during my time of need."



"We could not have gotten through the holidays without your help."



Paiute Neighborhood Center

6535 E. Osborn | 480.312.2529

PROGRAM/FACILITY DESCRIPTION

The Paiute Neighborhood Center (PNC) is a multi-dimensional community center utilizing 30,000 square feet of space that was once an elementary school. The center provides services and programs for a multi-generational and diverse neighborhood population. PNC provides a variety of services and programs that include community recreation, social services, health and wellness programs, and educational opportunities.

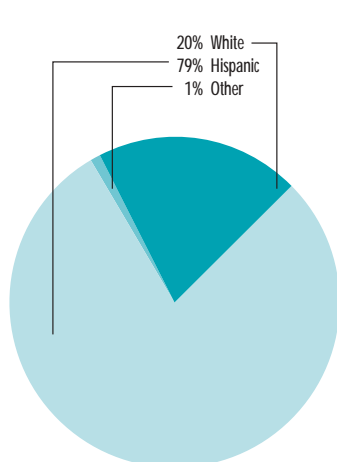
TOP 5 SERVICES IN FY 2002/03

1872 Information and referral
412 Legal
213 Outreach
257 Translation/Interpretation
178 Counseling

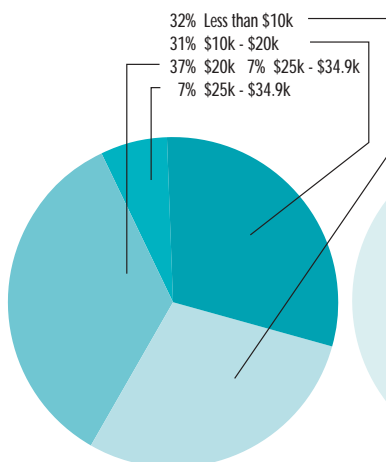
PROGRAM HIGHLIGHTS

- The PNC After-School and summer programs provided service for 591 youth ages 6 through 12.
- The Scottsdale-South YMCA Early Childhood Learning Center provided 2,805 hours of affordable day care for children, ages 3 through 5. The learning center's emphasis is on learning through developmentally appropriate curriculum and enrichment.
- Scottsdale Center for the Arts (SCA) received a grant of \$7,500 to provide art workshops for at risk kids from the office of Richard Romley, Maricopa County Attorney. SCA, Scottsdale-South YMCA and the PNC collaborated to provide the youth programs with artists from the Artist In Residence Program. The youth experienced art and drama by being actively involved in workshops and creating their own artwork.

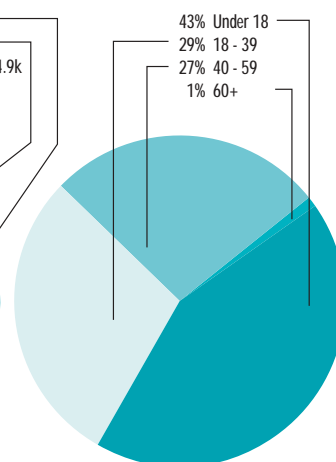
DEMOGRAPHICS



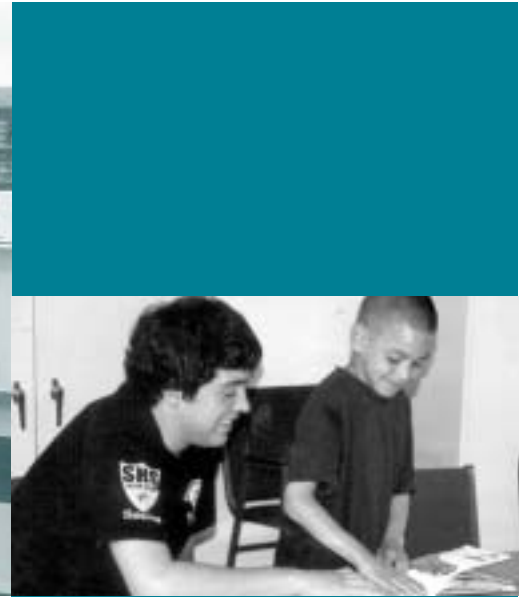
Ethnicity



Income



Age



Lolly moved to Scottsdale in 1978. She worked as a volunteer for a while but was in a state of limbo socially when a friend suggested she get involved in a senior center. Lolly reports that she felt she was an active person and the thought of being active with "seniors" forced her to do some deep soul searching. Although she was retired, she admits she only had a vague idea of what participating in activities with seniors would be like. However, she opened her mind to the suggestion and went on tours offered through a senior center.

Lolly lives near the Paiute Neighborhood Center, so she decided to contact the PNC center to see what activities they were offering to seniors. The activities appealed to her, but she continued to have some misunderstanding about the definition of the word 'senior.' The first month she attended several tours and since then she has enjoyed them all so much that she very seldom misses. She states "Alex, the staff person who plans the activities, does an outstanding job. Alex is very protective of his group and concerned with their safety." Lolly states, "Now as for me, I have learned a great deal about Arizona's historical places (and good food) located near Scottsdale. It has been a great history lesson." Lolly also has a new outlook on the word 'senior.' She says, "My eyes have been opened with the great group and friendships that have unfolded. I have learned that 'senior' is a wonderful word."

Lolly expresses her "gratitude to the City of Scottsdale for their interests and the activities they provide to seniors at the Paiute Neighborhood Center. I used to consider myself a retired businesswoman but now I have a new title, 'senior'!"



Youth and Family Services

4201 N. Hayden | 480.312.7922

PROGRAM/FACILITY DESCRIPTION

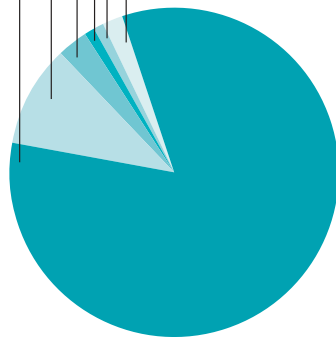
Youth and Family Services offers teens and families services that include individual counseling, teen employment, court-ordered diversion services, behavioral health assessment, and educational workshops that teach study, social, money management, and life skills. Through these programs, teens learn how to make better choices, and parents learn problem-solving skills that assist in managing family stress. Youth and Family Services' mission is to equip youth and families with the skills and knowledge necessary to provide a smooth transition from adolescence to young adulthood.

TOP 5 SERVICES IN FY 2002/2003

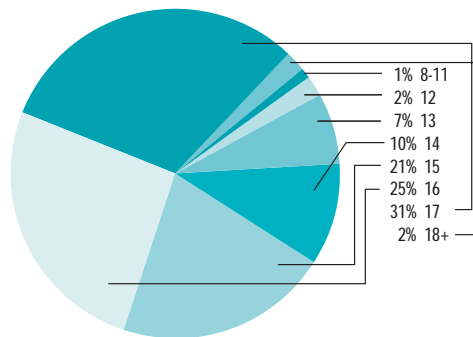
- Teen Employment Program - 348 youth received services
- Juvenile Diversion Program - 96% of youth successfully completed the program. 100% of participants reported the services helpful and informative. 95% increased their knowledge about juvenile law. 100% said they would make better choices in the future.
- 72 at-risk youth received services through the Workforce Investment Act (WIA) program
- 86% of youth attending our Educational Workshops reported the workshop experience as excellent or good
- 95% of those attending the Job Skills and Orientation workshop reported an increase in knowledge about the world of work. 100% reported they would use the information learned.
- 90% of the clients reporting on Counseling stated that they experienced an improvement in their coping skills. 100% reported that staff concern was excellent.

DEMOGRAPHICS

83% White
10% Hispanic
3% Native American
1% African American
1% Asian
2% Other



Ethnicity



Age



George Adams, Facilities Manager of General Dynamics, presents Mayor Mary Manross with a \$1,000 month donation for the YouthWorks program.

"As a leading corporate citizen in Scottsdale, General Dynamics through our Community Liaison council have committed to support the 2003 YouthWorks program...Its goals directly tie into our commitment to strengthen our local community...We recognize that YouthWorks provides its students with outstanding counseling services, positive and motivational role models and beneficial educational work development and leadership programs. We are proud to partner with City of Scottsdale YouthWorks and salute you for your commitment to provide program elements that help students to become productive community citizens and leaders."

Julie K. Alvarado, Mgr, Community Affairs

PROGRAM HIGHLIGHTS

The City of Scottsdale's federally funded Youth Workforce Investment Act program (WIA), teamed with General Dynamics to provide a Mentoring/Teen Leadership experience for 12 teens. The teens and adults prioritized activities and established dates for the various functions. The teens chose STOMP as their group name: Scottsdale Teens Organizing A Mission Of Progress. STOMP's mission is to proactively address social issues, assist all Scottsdale citizens, and to promote causes that will benefit the environment and all its inhabitants.

Ready to Learn is a new initiative endorsed by the Honorable Mayor Mary Manross, and assisted by community partners that educated the public about the importance of early brain development. Youth and Family Services oversees the initiative, which hopes to accomplish its goals by focusing the community on three areas:

- Educating adults about how children develop and encouraging them to make a commitment to help all children succeed
- Assisting parents to obtain the health and human services they may need
- Building partnerships with individuals and groups who work with children and families so that all children's needs are met

The Trust, Responsibility, and Leadership (TRL) Workshop for youth is designed to build cooperation, communication and socialization skills through experiential activities, cooperative play and exercises in leadership.



Civic Center Senior Center

7375 E. Second St. | 480.312.2375

PROGRAM/FACILITY DESCRIPTION

The Civic Center Senior Center (CCSC) campus includes four buildings, of approximately 20,000 square feet of space.

Offered at the senior center are a wide variety of recreation, education, health, wellness and social service programs.

These programs are provided through the combined efforts of City of Scottsdale staff, volunteers, and various non-profit groups and agencies. The center is open seven days a week and offers many satellite activities to serve the needs of older adults of Scottsdale and surrounding areas.

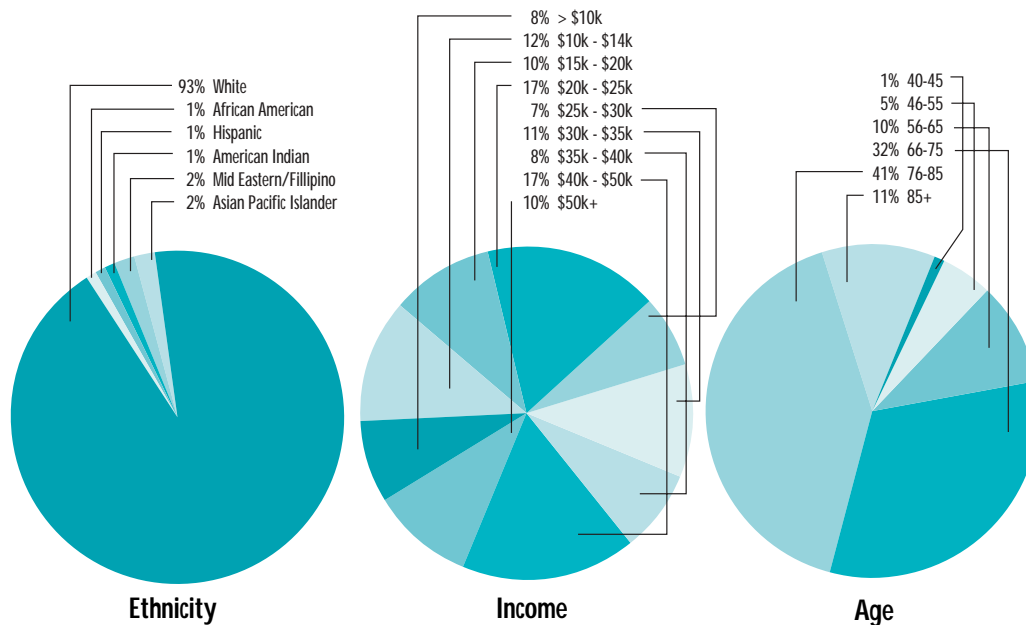
List of top 5 services

Recreation Classes and Programs	279 events w/ 25,949 contacts
Customer Contacts	311,293 contacts
Volunteers	256 people/29,112 hours*
Customer Satisfaction	97% customer satisfaction rate
Social service programs and screenings	37,548 contacts

**Does not reflect Pets on Wheels and Phoenix Open Volunteers*

Residency: 80% Scottsdale Residents
20% non-residents of Scottsdale

DEMOGRAPHICS





On May 9, the Civic Center Senior Center hosted its' 3rd Annual Mother's Day Tea Party and Day of Beauty. Fifty-five senior ladies received an afternoon of pampering provided by thirty-two wonderful students from the service learning classes at each of the five high schools in Scottsdale. A tea party with all kinds of goodies as well as musical entertainment was provided as the mothers eagerly awaited their appointment. It was a great opportunity to provide an intergenerational event, as well as celebrate such an important holiday for our senior participants. The tears of joy from the attention, pampering and interaction with the phenomenal high school students reflected the true success of this event.



Via Linda Senior Center

10440 E. Via Linda | 480.312.5810

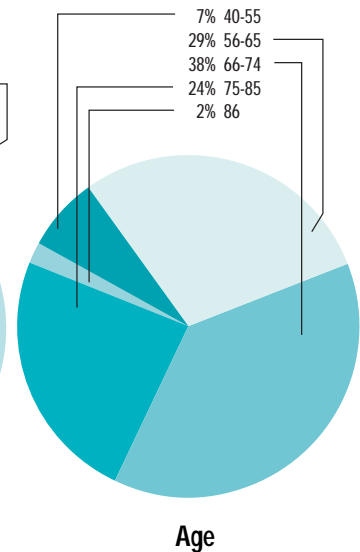
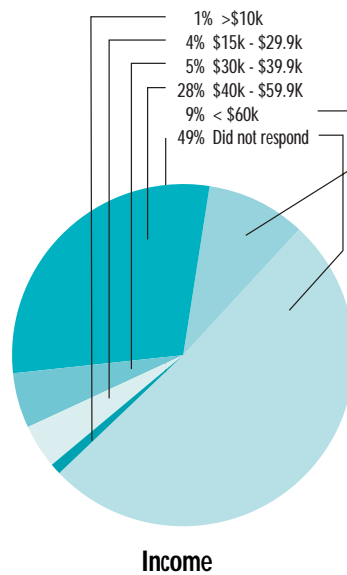
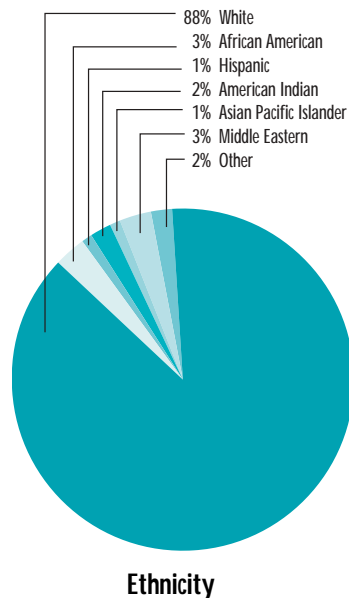
PROGRAM/FACILITY DESCRIPTION

The Via Linda Senior Center has 20,000 square feet of offices and programmable space. The Via Linda Senior Center offers a variety of recreational programs and events, social services, and health and wellness programs. These programs and services are provided through the combined efforts of City of Scottsdale staff, volunteers, and various non-profit groups and agencies on a year round basis. The center is open six days per week and offers many satellite activities to serve the needs of older adults living in Scottsdale and the surrounding areas.

LIST OF TOP 5 SERVICES IN FY 2002/2003

Recreation Classes and Programs	367 events/52,860 contacts
Customer Contacts	277,350
Volunteers	256 people/17,433 hours
Customer Satisfaction	97% customer satisfaction rate
Social Service Programs and Screenings	29,321 contacts

DEMOGRAPHICS



When Scottsdale resident "Doug" heard about the holiday Adopt A Senior program, he called the Via Linda Senior Center, immediately offering help. He was facing the holidays without his 86 year old mother who had recently passed away. He was assigned a senior woman, living alone in Scottsdale. "Dorothy" was overjoyed with her gift box, especially the big band cassettes he included. Doug is just one example of the many citizens who stepped forward wanting to provide some holiday cheer for Scottsdale's homebound senior citizens. Civic groups, businesses,

school clubs, scout troops and families generously responded to the need with all types of gifts and donations to fill up the Adopt A Senior gift boxes. A common theme prevailed in the donors' reasons for wanting to help.... "we just didn't want anyone to be forgotten."

"As a diabetic with glaucoma it is essential that I exercise" -said "Wardell" a daily visitor to the Via Linda Fitness Facility. The Via Linda Senior Center has a very well equipped facility to meet all exercise needs. There are weight machines for strength training and aerobic equipment to improve your cardiovascular health. There is sufficient equipment to work the total body.



Brokerage Agencies

Partnerships

Human Services provides space in its centers to share with other service providers (agencies). The “brokerage” of rooms, utilities, maintenance, and storage is done at no cost to the agencies, with the agreement that they provide services to citizens at the city facilities. Consequently, residents are able to utilize the services of these agencies and receive human services in one place, and the family as a whole can participate in several programs. The ability to broker-age space is cost effective, and builds a true community center.

Total Annual Support

\$417,121

Calculated benefit to Scottsdale residents

\$2,673,000

Brokered Services Available in City of Scottsdale Human Service Centers, FY 2002/03

VISTA DEL CAMINO

- Arizona Department of Economic Security
- Center Against Sexual Abuse
- Community Legal Services
- Concerned Citizens for Community Health
- Food Plus
- Gleaners
- HEADSTART
- Jewish Family and Community Services
- Juvenile Probation
- Salvation Army
- Tempe Community Action Agency
- VITA Tax Assist
- Yaqui Substance Abuse

PAIUTE NEIGHBORHOOD CENTER

- Boys and Girls Club
- HEADSTART
- Jewish Family and Community Services
- Maricopa Integrated Healthcare (Closed in April 2003)
- Rio Salado Community College ESL Classes
- Scottsdale Community College
- Scottsdale Healthcare
- Scottsdale Unified School System
- Scottsdale Prevention Institute
- YMCA Early Childhood Learning Center
- YMCA S/D Ext. Branch
- YMCA Teen Center

CIVIC CENTER SENIOR CENTER

- American Red Cross
- Benefits Assistance / Area Agency on Aging
- Brown Bag Gleaners
- Guardianship Review
- Pets on Wheels
- Experience Plus
- Lawyer
- Tempe Community Action Agency
- Waste Not

VIA LINDA SENIOR CENTER

- 55 Alive
- AARP Tax Assistance
- Area Agency on Agency
- Audiology Services
- Avada
- Benefits Assistance
- Master Gardener
- Valley Center for Deaf
- Vision Screening

The availability of brokerage services in the Human Services centers expands the types and amount of services that residents may access for their needs. These services bring additional resources to bear on the problems, issues, and challenges of residents. With this assistance, people in Scottsdale improve their lives and enjoy a higher quality of living.

Community Assistance Office

7522 E. 1st Street | 480.312.7717

PROGRAM/FACILITY DESCRIPTION

The Community Assistance Office provides Section 8 Rental Assistance to more than 620 low-income families in collaboration with the U.S. Department of Housing and Urban Development (HUD) and the private rental community. The Family Self-Sufficiency and Job Prep program provides services to over 100 low-income citizens annually, who are committed to improving their work-life skills and their future. The Community Assistance Office also manages more than \$2 million in Community Development Block Grant (CDBG) and HOME federal grants, in addition to local grant funds for housing and human services contracts and programs.

LIST OF TOP 5 SERVICES IN FY 2002/2003

- Provide Section 8 Rental Assistance to low-income families.
- Administer the Community Development Block Grant Program for the City of Scottsdale, which provides federal grant funds for housing and social service programs in the community.
- Administer the Family Self-Sufficiency and Job Prep programs.
- Manage the federal grant contracts for the HOME program, which provides federal grant funds for housing in Scottsdale.
- Manage the grant contracts funded through the city's General Fund and the Scottsdale Cares Program.

FACTS ABOUT CAO

- The Section 8 program provided over \$4.2 million in rental assistance to 617 families in the private rental market.
- The Community Assistance Office received an additional 25

Section 8 Vouchers under HUD's Fair Share Allocation process.

- The Section 8 program received, from HUD, funding for an additional 40 Housing Choice Vouchers for the "Opt-Out" of a unit multi-family property that ensures the property will maintain its affordability for families currently living at the apartment complex.
- The Family Self-Sufficiency program graduated 10 participants in FY 2002/03; the FSS participants received over \$95,000 in escrow funds that the graduates earned while participating in the program.
- The CDBG funded Housing Rehabilitation and Emergency Repair programs assisted 68 families and reduced the time on the wait list for rehabilitation to three months.

CAO STATISTICS

For FY 2002/03, the Community Assistance Office managed 43 federal and local grant contracts for social services, housing rehabilitation and acquisition activities totaling over \$1.98 million. As of June 2003, the Section 8 program has 617 families receiving rental assistance; the program achieved a 99.85% unitization rate (units leased) for FY 2002/03. The Family Self-Sufficiency and Job Prep program assisted 76 (44 FSS, 32 Job Prep) people in FY 2002/03.

Note: Demographic Info is based on available year to date information; final data to be provided when CDBG subrecipients submit final reimbursement requests (late July 2003).



When Mary Alyce fled from her abusive husband, she took nothing with her but her children and a few clothes. She ended up living in Autumn House, a domestic violence shelter. Then in 1996 Mary Alyce was accepted into Section 8 Program. Mary Alyce states that for her first few years on Section 8 she and her children were still suffering from the effects of living in a DV situation. They moved frequently and had trouble concen-

trating and following through on their responsibilities. Then on 1998, Mary Alyce knew that she was ready to join the Family Self-Sufficiency Program. Her FSS caseworker worked with Mary Alyce to define goals and get her back in school. She continued to work with the Scottsdale FSS Program and achieved many of her stated goals including earning three AA degrees, obtaining and maintaining steady full time employment, and making a livable wage to support herself and her family. Mary Alyce has been working steadily for the past three years earning income and building her FSS

Escrow Account. In January 2003, she graduated from the Family Self Sufficiency Program and was eligible to receive a check in the amount of what she built in her FSS Escrow Account. Mary Alyce's FSS Escrow was large enough for a down payment to purchase a home. She is currently working with Community Services of Arizona to purchase her first home in Scottsdale. In the five years Mary Alyce was on the FSS program, she and her family have learned that they can overcome adversity and achieve the dream of having their own home.

Scottsdale Cares

Neighbors Helping Neighbors

Scottsdale Cares is the City of Scottsdale's voluntary utility bill donation program. Initiated in May 1995, Scottsdale Cares receives approximately \$12,000 each month from Scottsdale residents—one dollar at a time. Scottsdale Cares is an easy way to help neighbors in need by adding \$1.00 to the monthly water bill to support human service programs. These dollars then are awarded annually to non-profit agencies providing human service activities in Scottsdale. The priorities for funding are: 1) promote the positive development of youth, adults and seniors, 2) strengthen the capability of families and the self-sufficiency of adults, and 3) assist Scottsdale citizens of all ages in addressing crisis needs.

SCOTTSDALE CARES AGENCIES

100% of the Scottsdale Cares donations for 2002/2003 went to the following agencies:

- Aid to Adoption of Special Kids—Family Support Services
- AIDS Project Arizona—Family Care Services
- Area Agency on Aging—Benefits Assistance Program
- Body Positive—Volunteer Program with HIV/AIDS Clients
- Camp Fire—Scottsdale Outreach Programs
- Child Crisis Center - East Valley—Emergency Shelter Program
- Community Information and Referral—24 Hour Helpline
- Concerned Citizens for Community Health—Emergency Services
- East Valley Addiction Council—Acute Medical Detox
- Free Arts of Arizona—General Program Support
- Mental Health Association—Information & Referral/Peer Support
- Parents Anonymous of AZ—Child Abuse Prevention Services
- PREHAB of Arizona—La Mesita Child Development Programs
- Save the Family—Homeless Children's Project
- Scottsdale Foundation for Handicapped—Training/Employment
- Scottsdale South YMCA Paiute Teen Center-Prevention Programs
- Teen Lifeline—General Support/Life Skills/Hotline/Community Education
- Tempe Community Action Agency-Home Delivered Meals
- Valley Center of the Deaf—Counseling/Outreach for Hearing Loss

TOTAL FUNDING FOR 2002/2003: \$214,000*

**A portion of this total was matched by The Arizona Republic Charities.*

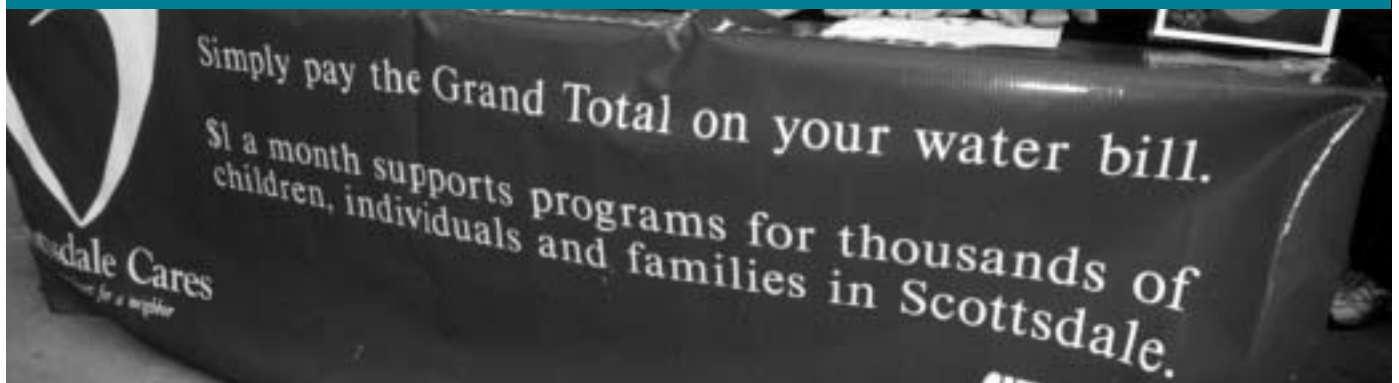
HIGHLIGHTS FOR THE YEAR

- General Dynamics Corporation pledged \$1000 a month to support Scottsdale Cares
- The Arizona Fall League sponsored a Scottsdale Cares day at the Scottsdale Stadium called "Homeruns, HUGS, and Halloween" in October 2003



"As a person who finds it difficult to give time, I appreciate having this convenient way to give something back to my community. Nearly everyone can afford a dollar - even if it means just eliminating a fast food cup of coffee sometime during the month. And who knows? I may find myself asking Scottsdale CARES to help my family at some future point. Give and take is what "community" is all about."

Robin Rodgers



Funding Sources

Community Support

CITY OF SCOTTSDALE GENERAL FUNDS AGENCY CONTRACTS

Total Funds: \$446,978

The City of Scottsdale supports human services within the community by awarding funds to non-profit agencies. The city budgets for these services annually in the General Fund based on five funding categories: brokerage services, domestic violence (shelter services), legal services, regional shelter services, and senior services.

- Beatitudes Center D.O.A.R - Volunteer Interfaith Caregivers (VICaP)
- Mesa CAN - East Valley Men's Center
- Central Arizona Shelter Services - Emergency Shelter/Supportive Services
- Plus 50 Placement Center - Employment Services
- Chrysalis Shelter for Domestic Violence - Domestic Violence Advocate
- PREHAB - La Mesita - Family Shelter Services
- Community Legal Services - Legal Assistance to Low/Moderate Income Families
- Salvation Army
- Jewish Family and Children's Services -
- Scottsdale School District

COMMUNITY DEVELOPMENT BLOCK GRANT FUNDS

Total Funds: \$1,143,000

The Community Development Block Grant (CDBG) program is a federally funded program administered by the U.S. Department of Housing and Urban Development (HUD). Scottsdale, as a participating local government, automatically receives funds on an annual basis. The CDBG program provides funding for projects in five general categories: public service activities; and non-public service activities that include public facilities, economic development, housing rehabilitation, and project planning.

PUBLIC SERVICE ACTIVITIES

- Big Brothers/Big Sisters of Central Arizona - Scottsdale Mentoring
- Boys and Girls Clubs of Scottsdale - Operation Outreach
- Chrysalis Shelter for Victims of Domestic Violence - Scottsdale Shelter
- Community Information & Referral - CONTACTS Hotline
- Homeward Bound - Transitional Housing Case Management
- Save the Family - Transitional Housing Case Management
- Scottsdale Foundation for the Handicapped - Community Based Employment Services
- Tempe Community Action Agency
- Senior Action Nutrition Program
- Senior Peer Counseling

NON-PUBLIC SERVICE ACTIVITIES

- City of Scottsdale - Housing Rehabilitation Program
- Community Services of Arizona - First Time Homebuyer Program
- Foundation for Senior Living - Emergency Home Repair
- Central Arizona Shelter Services - Homeless Family Shelter Door Replacement Project.



ENDOWMENT

The Endowment Program distributes funding generated from citizen and corporate donations, matching funds from the Arizona Community Foundation and other investment earnings. The program provides ongoing opportunities for fund growth through citizen and corporate donations and asset funds management by the Arizona Community Foundation. Each year the Human Services Commission evaluates applications for Endowment Program grants and makes funding recommendations to the City Council.

In FY 2002/2003 \$3,000 dollars was distributed to three programs:

- The Foundation for Senior Living received \$1,000 will recruit youth volunteers and supervise home repair assistance for persons in need.
- Concerned Citizens for Community Health received \$1,000 to purchase Ballet Folklorico costumes.
- The Paiute Neighborhood Center received \$1,000 to coordinate an incentive excursion for neighborhood youth who have been successfully involved in after school tutoring and who raised their grades during the year.

Volunteers

The Heart of the Scottsdale Community

Volunteers are an integral part of the overall Human Services operation. Founded on the spirit of volunteerism, Human Services boasts the largest number of the volunteers of any Division in the City. A total of 857 volunteers logged 58,453 hours in Fiscal Year 2002/2003, which is equivalent to 29 full-time staff members. This year Mayor Manross thanked Human Service volunteers for their dedication and support at a Volunteer Appreciation Reception held at City Hall in April 2003. The Human Services Commission also paid special tribute to volunteers at an April meeting.

Volunteer opportunities are diverse and volunteers make a difference in a wide array of Human Services programs such as the following:

- Back-to-School Clothing & Holiday programs for needy children
- Clothing Bank and Food Bank for low-income families
- Computer labs for senior citizens
- Front Desk coverage for enhanced customer service
- Tutoring, reading, and pen pal programs involving seniors and youth

A FEW HIGHLIGHTS

- 25 Brown Bag volunteers through Civic Center Senior Center packed over 1880 brown bags with over 56,000 pounds of food for low-income seniors and disabled adults in the Scottsdale Community.
- Front Desk Volunteers at Paiute helped assist over 1500 citizens seeking services on-site, and helped field approximately 3,000 information and referral calls.
- Each month 43 Via Linda volunteers delivered 730 hot meals to senior adults, who were unable to leave their homes due to illness, lack of transportation, or physical disability.
- Vista volunteers sorted over \$100,00 worth of food, distributed over \$50,000 worth of bread, and helped maintain the food bank to distribute 1,988 food boxes to people who did not know where their next meal was coming from.

	VOLUNTEERS	HOURS DONATED	COST SAVINGS
Civic Center Senior Center	256	29,112	\$452,400
Community Assistance Office	4	25	\$ 389
Human Services Commission	7	332	\$ 5,159
Paiute Neighborhood Center	91	3,098	\$ 48,143
Via Linda Senior Center	256	17,433	\$270,909
Vista Del Camino	240	8,180	\$127,117
Youth & Family Services	3	273	\$ 4,242
TOTAL	857	58,453	\$908,359

*"Why do I volunteer?
It keeps me on my toes.
It keeps me humble.
It enriches my life.
It enlrges and expands
my horizons..."*

Gladys Olson



*"I volunteer at the
clothing Bank and all my
friends and neighbors
give. **We are so
fortunate** to be able to
help others."*

Pat Adimare



*"I have been been
donating for 10 years at
Vista's Clothing Bank.
Volunteering for me is
interesting and changing
and challenging...I have a
**great sense of
accomplishment and
happiness.**"*

Anne Phillips





Human Services Division
7340 Scottsdale Mall
Scottsdale, AZ 85251

480.312.2673 PHONE
480.312.2301 FAX

www.ScottsdaleAZ.gov